



Cafe Feedback

Questions, Answers and Comments

I have excess vegetables in my garden – Swiss chard, various herbs and very soon zucchini. How do I go about donating these items to a food bank? What preparation and packaging is necessary? This is an excellent question and we deferred it to Brandon Boatman who operates our SRPMIC Food Bank at the Community Center (x7566). This is her reply:

We would be happy to accept (fresh food) donations any way you want to give them to us. It doesn't need to be prepped in any way. We get fresh from the field donations often and have boxes to put your donation in.

However it gets to us, we are happy. We are open (usually) between 8am-5pm. We close for lunch from noon-1pm, but someone is usually in the office. Just give me a call if you have any questions.

Thank you, Brandon Boatman, 480-362-7566, SRPMIC Food Program Coordinator

Are we going to start promoting any healthy menus in the interest of Wellness? Any way we could advertise “veggie burgers available for the Wellness-minded”? Thanks for asking. The simple answer is: we already do. Healthy menu items are available for sale every day and their associated dietary info (in most cases) is published for viewing on the Café home page (see link on Connections). Several members of the Café Focus Group also sit on the WellPath Committee, and promoting healthy menu choices, low sodium content, providing dietary information (total carbs, etc.) is discussed at every meeting. Implementing these suggestions is tricky for a variety of reasons. For instance, a locally developed recipe (such as Menudo) is not analyzed in the ARAMARK test kitchens – and thus – no pertinent dietary info is available. The other, more difficult obstacle is – we can promote, publish, advertise and otherwise market healthy options in a never ending fashion. But the final choice is made by individuals coming in and actually purchasing the food. Bottom line – the Grill is still the busiest station on a daily basis. And for healthy-minded individuals, we feature chicken breast, grilled salmon, veggie burgers and turkey burgers every day. We will always try to market healthy items. But the old adage certainly applies, “You can lead a horse to water...” You get the idea. ☺

My fruit cup looked great, but it didn't taste good. Is the fruit cut fresh every day? Thanks for letting us know. Yes, it is cut fresh every morning, one of the first things we do. We are sorry you had a bad experience and issued a complete refund. Some fruit is juicier, sweeter and tastier than others for a variety of reasons beyond our control, and even beyond the growers' control. This is especially true with Watermelon, Pineapple, Berries and Melons. Thanks, again, for taking the time to let us know and giving us the chance to make it right.

A price comparison over the weekend at The Good Egg on Sunday - They had a special for two eggs and two pieces of toast for \$3.99. I can get the #2 breakfast + tea refill + tax here at the Café for \$3.98!! Good job! Thanks for letting us know. The Café prices are generally at or below market levels and provide great value for employees and guests. A complete list of Café prices is now available through a link on the Connections home page. You can check it out by [clicking here](#).

Grab 'n go sandwich was soggy...twice...any way to make them so they are not? Thanks for letting us know. This is a training issue on our part. The “to go” sandwiches are supposed to be made so the tomato slices do not touch the bread. Yours, obviously, were not. We will re-train and try to avoid the problem in the future. You received a credit. Thanks, again, for the feedback.

The Cafeteria staff is MOST helpful, courteous, friendly & totally engaged in what they do. I've NEVER encountered a single staff member who doesn't appear to enjoy their work & reflect that in the service & communication with the customers. Kudos to THEM! We will share your kind words with the staff. Everybody likes to know they're doing a good job! ☺

Bring back the Aspirins and Ibuprofen...I have a headache! Sorry about that, but the manufacturers issued a recall and we had to remove the products we had on display. Watch for replacement product soon!

Kudos & Clouts (Customer Comments, Good & Bad)

- I found a chunk of meat in my Oatmeal this morning (OOOPS! Sorry about that. We issued a credit).
- Can we get smaller containers on the salad bar? The clear hinged containers are too big. (We'll check into it).
- Portions are too big. Can't you sell half-portions for smaller prices? Some of us just don't eat a lot.
- Bran Muffin today was horrible...too much salt...after taste (customer received credit)
- Tortillas with Menudo or cornbread for chili as a side for an additional charge (thanks, we'll give it a try).
- Today's BBQ Wrap Special was awesome!
- The pasta with grilled veggies salad was excellent. Had it for lunch yesterday and today. ☺
- The Breakfast Burros are excellent. Kudos to the cooks!
- Just got my 8th stamp on my frequent rewards cards! Thanks for the \$3.00 off!
- I'm enjoying the pre-made salads...they are always fresh and fairly priced for the amounts given
- The ingredients in the grab 'n go salads are not consistent from day to day; i.e., egg/tomato one day, not the next. (Thanks for letting us know. Consistency is a goal we are always striving for.)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC Connections intranet home page. At the bottom of the right column, click on the link that says “Two Waters Cafeteria”. On the next page, click on “Two Waters Cafeteria.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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